

### Status: Path 1 of [Dialog]

### Status: Initializing TCP/IP using (UseTelnetProto 1 ServiceID dialog.com)  
Trying 31060000009999...Open

DIALOG INFORMATION SERVICES

PLEASE LOGON:

\*\*\*\*\* HHHHHHHH SSSSSSSS?

### Status: Signing onto Dialog

\*\*\*\*\*

ENTER PASSWORD:

\*\*\*\*\* HHHHHHHH SSSSSSSS? \*\*\*\*\*

Welcome to DIALOG

### Status: Connected

Dialog level 01.08.21D

Last logoff: 23aug01 15:08:58

Logon file001 23aug01 15:11:05

Please enter SUBACCOUNT name/number:

?032927-007

Is 032927-007 the SUBACCOUNT you want to use? (Y/N)

?y

Subaccount is set to 032927-007

\* \* \*

\* \* \*

File 1:ERIC 1966-2001/Aug 17

(c) format only 2001 The Dialog Corporation

Set Items Description

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Terminal set to DLINK

?b351

23aug01 15:11:40 User034901 Session D10981.1

Sub account: 032927-007

\$0.20 0.058 DialUnits File1

\$0.20 Estimated cost File1

\$0.11 TELNET

\$0.31 Estimated cost this search

\$0.31 Estimated total session cost 0.058 DialUnits

File 351:Derwent WPI 1963-2001/UD,UM &UP=200147

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**\*File 351: Price changes as of 1/1/01. Please see HELP RATES 351.**

72 Updates in 2001. Please see HELP NEWS 351 for details.

Set Items Description

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?s pn=(jp 9187062 or jp 97187062) or an=97jp-187062

1 PN=JP 9187062

0 PN=JP 97187062

0 AN=97JP-187062

S1 1 PN=(JP 9187062 OR JP 97187062) OR AN=97JP-187062

?t 1/7

1/7/1

DIALOG(R)File 351:Derwent WPI

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011435583 \*\*Image available\*\*

WPI Acc No: 1997-413490/199738

Mobile communication terminal maintenance and service system, e.g. for portable telephone, PHS - includes supporting central appts which uses various multimedia information to support maintenance and service rendered to receptionist terminal, with first support terminal

Patent Assignee: MOBILCOM TOKYO KK (MOBI-N)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 9187062	A	19970715	JP 96218	A	19960105	199738 B

Priority Applications (No Type Date): JP 96218 A 19960105

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 9187062	A	8		

Abstract (Basic): JP 9187062 A

The system has a input-output part to communicate various multimedia information. A repair-request from each mobile communication terminal is received, and a predetermined information request or support request is sent as output, based on the need. A set of receptionist terminals (2) offers predetermined maintenance and service based on the obtained information or support. The receptionist terminals are connected to predetermined communication networks. A first database (13) controls the technical information and customer information on various mobile communication terminals.

A first support terminal (13) uses the multimedia information to support maintenance and service. The specific receptionist terminal receives the technical information and customer information, after searching the first database based on the information request. The first support terminal is started based on the support request from the specific receptionist terminal, and is connected to this receptionist terminal. A supporting central appts (1) uses various multimedia information to support the maintenance and service rendered to the receptionist terminal, with the first support terminal.

USE/ADVANTAGE - In wireless call receiver, vehicle telephone. Enables quick and exact operation. Reduces work burden on service section. Enable quick reception of exact technical support. Improves level of maintenance and service.

Dwg.1/4

Derwent Class: W01; W02

International Patent Class (Main): H04Q-007/34

International Patent Class (Additional): H04M-003/42; H04M-011/08

?map anpryy temp

1 Select Statement(s), 1 Search Term(s)

Serial#TD257

?exs

Executing TD257

S2 1 AN=JP 96218

?s s2 not s1

1 S2

1 S1

S3 0 S2 NOT S1

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E4	1	PN=JP 2000023231
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E9 1 PN=JP 2000023236  
E10 1 PN=JP 2000023237  
E11 1 PN=JP 2000023238  
E12 1 PN=JP 2000023239

Enter P or PAGE for more

?s e3

S4 1 PN="JP 2000023230"

?t 4/7

4/7/1

DIALOG(R)File 351:Derwent WPI

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012995712 \*\*Image available\*\*

WPI Acc No: 2000-167564/200015

**Remote maintenance system for portable telephone - controls operation of telephone which acquires maintenance information from information memory**

Patent Assignee: MITSUBISHI ELECTRIC CORP (MITQ )

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2000023230	A	20000121	JP 98181117	A	1998062	200015 B

Priority Applications (No Type Date): JP 98181117 A 19980626

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

JP 2000023230 A 5 H04Q-007/34

Abstract (Basic): JP 2000023230 A

NOVELTY - Remote maintenance apparatus (20) and information memory (40) are connected in the cable network (30). Remote maintenance apparatus controls the operation of portable telephone (10) which is connected with cable network. Information memory stores the information for controlling the operation of portable telephone via the remote maintenance apparatus. DETAILED DESCRIPTION - Portable telephone acquires control information from the information memory via the remote maintenance apparatus. An INDEPENDENT CLAIM is also included for remote maintenance method of portable telephone.

USE - For remote maintenance of portable telephone.

ADVANTAGE - The maintenance data is communicated at high speed since the remote controller and the information memory are connected in the cable network. Data communication is reliable since the error is reduced. Batch communication of portable telephone is managed easily since the control information is acquired from the information memory via the remote maintenance apparatus. Security of maintenance information is provided since the authentication control management circuit authenticate for the approval of mutual communication.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of remote maintenance system. (10) Wireless telephone; (20) Remote maintenance apparatus; (30) Cable network; (40) Information memory.

Dwg.1/6

Derwent Class: W01; W02; W05

International Patent Class (Main): H04Q-007/34

International Patent Class (Additional): H04B-007/26; H04B-017/00;

H04M-011/00; H04Q-009/00

?map anpryy temp s4

1 Select Statement(s), 1 Search Term(s)

Serial#TD258

?exs

Executing TD258

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S6 0 S5 NOT S4  
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S7 1 PN=(JP 8292986 OR JP 96292986) OR AN=96JP-292986  
?t 7/7

7/7/1

DIALOG(R)File 351:Derwent WPI  
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011180847 \*\*Image available\*\*

WPI Acc No: 1997-158772/199715

**Customer support system - in which internal state information associated with user is transmitted to customer support centre by communication unit, where it is displayed on display device**

Patent Assignee: NIPPON TELEGRAPH & TELEPHONE CORP (NITE )

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 8292986	A	19961105	JP 9598699	A	19950424	199715 B

Priority Applications (No Type Date): JP 9598699 A 19950424

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 8292986	A	9	G06F-017/60	

Abstract (Basic): JP 8292986 A

The system includes a customer support centre (300) and an user terminal (100) connected by a communication service network (200). The user terminal has a memory (130) to store the internal state information associated with the user's operation.

The currently stored information is sent to customer support centre by a communication unit (140). This information is acquired by the centre through customer support terminal (310), where a display device displays the received information.

ADVANTAGE - Enables to provide exact information. Eliminates need for explanations for both user and operator. Saves time involved.

Dwg.2/10

Derwent Class: T01

International Patent Class (Main): G06F-017/60

International Patent Class (Additional): G06F-011/22; G06F-013/00

?map anpryy temp s7

1 Select Statement(s), 1 Search Term(s)

Serial#TD259

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Executing TD259

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1 S8  
1 S7

S9 0 S8 NOT S7

?save temp

Temp SearchSave "TD260" stored

?logoff

23aug01 15:13:54 User034901 Session D10981.2

Sub account: 032927-007